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## **Section C**

### **Military Retiree and Annuitant Pay Performance Work Statement**

#### **1.0 Background:**

The Defense Finance and Accounting Service (DFAS) manages the pay accounts and provides payroll services to approximately 2,500,000 military retirees, surviving annuitants, and other pay recipients supported by the Defense Retiree and Annuitant Pay System. To successfully provide the services DFAS:

- Manages existing and creates new accounts
- Performs pay operations and supports pay distribution
- Maintains a customer service operation
- Generates and distributes reports and notices to account holders and other interested parties
- Manages and maintains an Automated Information System
- Provides information technology infrastructure support services

The actual number of accounts is not static. The Department of Defense (DoD) actuaries project an approximate two- percent (2%) annual increase in the number of retiree and annuitant pay accounts under this contract.

DFAS provides these payroll and technology infrastructure services to a wide variety of customers. In addition, DFAS personnel interface with and provide information to, multiple constituencies who require information about payroll services and payroll accounts. The contractor shall maintain current technology, refresh and upgrade the technology infrastructure, propose and implement best business practices, and maintain a management structure that serves as a “business partnership” with the DFAS. This involves applying best commercial practices, leveraging technology, employing business process reengineering, and streamlining procedures that result in improved performance and reduced cost.

#### **2.0 Introduction:**

The contractor shall commit to perform all functions and deliver all services, whether specifically identified or not, that are required for the proper performance and provision of the services included in the contract. The contractor shall participate in short and long term annual planning, information technology strategy and as appropriate, budget/appropriations processing in support of DFAS. The contractor shall validate workload amounts by coordinating monthly reconciliation of the workload amounts with the military services. The applicable laws, regulations and policies that govern how DFAS provides the payroll services are contained in Section J-3 of this contract. The contractor shall obtain determinations from the government on all matters that require a substantive interpretation about the application of the legal authorities and eligibility requirements that relate to retiree and annuity pay operations. In addition, the contractor shall notify the government of any 3<sup>rd</sup> party contractual issues that may affect performance under this contract.

Section J provides the technical exhibits describing the DFAS payroll services that further defines the required services for successful performance of the work effort described herein. The Section J Technical Exhibits are:

- J-1 - Performance Requirements Summary
- J-2 - Abbreviations, Acronyms and Definitions
- J-3 - List of Publications (Laws, Regulations)
- J-4 - Listing of GFP, GFE, GFM and GFI
- J-5 - Interface Requirements
- J-6 - Workload Estimates
- J-7 - DRAS System Description
- J-8 - Forms
- J-9 - Contract Data Requirements List
- J-10 - Output Reports
- J-11 - Personnel Requirements for Government Directed AIS Changes

### **2.1 Cyclical Nature of Requirements:**

Certain requirements of DFAS customers are cyclical in nature with surges at various times of the year. For example, surges in workload are anticipated between the months of December and April due to cost of living increases and income tax preparation, and in summer months when there is an influx of new retirees. Unanticipated surges can result from events such as enactment of new legislation. The workload information contained in J-6 is on an annual basis, thus the contractor shall take surges and declines into account during proposal preparation.

### **3.0 Provide Payroll Business Operations Services:**

The contractor shall perform all Military Retired and Annuitant Pay functions defined in this PWS. The contractor shall also provide quality services that are flexible and responsive to the changing needs of the Military Retiree and Annuitant Pay functions. The contractor shall:

- Establish new accounts
- Manage existing accounts
- Distribute pay amounts
- Provide customer service
- Verify input data and make all account changes
- Process reports and notifications
- Perform debt collection services
- Manage AIS changes

During performance, the contractor shall provide all project management services, which include but are not limited to planning for transition of operations, quality control functions, and continuity of operations as described in Section J-9.

### **3.1 Manage Accounts:**

The contractor is responsible for, and shall manage accounts and provide all required services. The range of services required to establish and maintain existing accounts includes receipt and verification of data, creation of the accounts, notifications to account holders, responses to inquiries from multiple sources, processing of pay amounts, and creating and providing reports to government activities. Section J-6 provides the workload counts for these various services. Military retiree and annuitant payee account customers include but are not limited to:

- Military retirees or their legal representatives
- Survivors of retirement eligible members who die while on active duty and survivors of reservists that qualify for retirement
- Surviving dependents or family member(s) of a deceased retiree that elects survivor benefits
- Former spouses of retirees and Child Support Agencies and Courts
- Transitional compensation Victims Of Dependent Abuse (VOA)
- Voluntary Separation Incentive (VSI) recipients and their beneficiaries, and Reservist Special Separation Payment recipients
- Retired judiciary of the U.S. Court of Military Appeals
- Recipients of Special Compensation for Severely Disabled Retirees (SCSD)
- Allotment recipients as requested by military retirees
- Internal Revenue Service for levies imposed on tax delinquent retirees

### *3.1.1 Establish New Accounts:*

The contractor shall establish new accounts and calculate pay for retirees within parameters established by the military services in accordance with the service level agreements listed in Section J-3 and interface requirements outlined in Sections J-5. A new retiree account is set up for individuals who retire from the Department of Defense military services. A new annuitant account is required after the death of a retiree who elects Survivor Benefit Plan (SBP) coverage, or the death of a retirement eligible active duty or reserve military service member. New establishments include but are not limited to:

- Establish annuitant accounts and compute entitlement for a current or former spouse, the child or children, or a Natural Interest Person elected by the retiree
- Establish a payment process for former spouses entitled to a portion of the retired pay
- Establish retiree accounts and compute entitlements
- Create new accounts for retired reservists upon notification from the military service
- Create placeholder accounts for retired active duty members retained on active duty
- Establish customer accounts that cannot be created in the current Automated Information System (AIS) environment
- Establish accounts for VSI, VOA, and SCSD recipients

#### *3.1.1.1 Receive and Validate Data:*

The contractor will receive input data from the military services as defined in the service level agreements listed in Section J-3 of this contract. The contractor shall interpret and apply statutory and regulatory guidance, as contained in Section J-3, to determine the accuracy of information received for processing. The contractor shall also coordinate with the data input source to correct any inaccurate data.

#### *3.1.1.2 Create New Accounts:*

The contractor shall create the new account in accordance with the specific service level agreement contained in Section J-3 of this contract and all applicable statutes and laws as specified in Section J-3.

#### *3.1.1.3 Notify Account Recipients:*

The contractor shall notify the account recipients and provide the information regarding projections of retired retainer pay entitlement and annuity pay entitlement. The notification shall be provided in writing with a hard copy, unless the recipient requests an electronic copy. The notification shall explain the effective date and amount of the entitlement, factors used to calculate the pay, and as appropriate, provide an

opportunity to select an alternative pay calculation. Provide the appropriate notifications as specified in Section J of the contract.

### *3.1.2 Maintain Existing Accounts:*

The contractor shall manage accounts and maintain retiree and annuitant account changes and account status changes as specified in the service level agreements for the specific service identified in Section J-3. In addition, the contractor shall:

- Calculate pay and entitlement adjustments for retirees and annuitants
- Identify uncollected debts and collect the debts
- Process Military Voluntary Separation Incentive (VSI) Plan for service members

#### *3.1.2.1 Process Account Changes:*

The contractor shall compute the account payment amounts retroactive to the date of entitlement to change in pay amount and store suspense information indefinitely for future accounts when required. The types of changes may include but are not limited to:

- Administrative
- Legislative/statutory
- Pay modifications
- Customer initiated
- Court ordered
- Death
- Reclamation
- Order of the Service Secretary
- Executive Orders
- Temporary status changes
- Permanent status changes

*3.1.2.1.1 Receive and Validate Data:* The contractor shall receive a notification to change an account from the account holder, military service, or other agency/institution. The contractor shall coordinate and consult with the agency or agencies to reconcile any inconsistent information.

*3.1.2.1.2 Process Change:* Upon reconciliation of inconsistent data, the contractor shall process the adjustments to reflect the account changes.

*3.1.2.1.3 Notify Account Holder:* The contractor shall notify affected customers of the change. The notification may be in hard copy or electronic format as requested by the recipient

#### *3.1.2.2 Process Account Status Change:*

The contractor shall process all account status changes. Account status changes are identified as either temporary, reinstatements or permanent changes. ***Table 1*** represents the categories and lists the potential actions that would cause an account to change. This list is not considered to be all-inclusive. The contractor shall verify the changes in accordance with the statutes, laws, and regulations contained in Section J-3.

**TABLE 1**

Temporary	Reinstated	Permanent
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<ul style="list-style-type: none"> <li>• The marriage/remarriage of a retiree or annuitant</li> <li>• A dependent school-age child that is not a full-time student</li> <li>• Non-receipt of a recent Certificate of Eligibility (COE) or Report of Existence (ROE) form</li> <li>• Minimum Income Widow (MIW) annuitant that exceeds the minimum income</li> <li>• The member is recalled to active duty for thirty (30) days or more</li> <li>• Orders from the Service Secretary</li> <li>• Retiree waives retiree pay in lieu of civil service annuity</li> <li>• Pay is undeliverable (whereabouts unknown)</li> <li>• Department of Veterans Affairs (DVA) award of disability compensation or dependency indemnity compensation which exceeds gross pay</li> <li>• Suspected death</li> <li>• Pending appointment of legal representative</li> <li>• Retiree's and/or annuitant's questionable competency status</li> <li>• Process Garnishments and Bankruptcy orders</li> </ul>	<ul style="list-style-type: none"> <li>• Receipt of the COE or ROE</li> <li>• Order by the Service Secretary</li> <li>• Retiree renounces his civil service annuity</li> <li>• The whereabouts/status of the customer is determined</li> <li>• The DVA award is reduced to less than gross pay</li> <li>• When a school-age child annuitant becomes a full-time student</li> <li>• The divorce/annulment of a remarried annuitant</li> <li>• A recalled member is again retired from active service</li> <li>• Minimum income no longer exceeds the minimum limit</li> <li>• Receipt of Social Security Administration (SSA) verification for working widow</li> <li>• Legal representative appointed</li> <li>• Competency confirmed</li> </ul>	<ul style="list-style-type: none"> <li>• Death of a customer</li> <li>• End of eligibility period</li> <li>• By order of the Service Secretary</li> <li>• Legal opinion issued by the Office of General Counsel (DFAS)</li> </ul>
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*3.1.2.2.1 Receive and Verify Notice:* The contractor receives the notification to make a change from the military service, account holder, or other agency/institution in accordance with the service level agreement. The contractor shall verify changes in accordance with statutes, laws and regulations contained in Section J-3. In addition, the contractor shall obtain from the government the designation of a person to receive a mentally incompetent retiree or annuitant's pay when no court appointed representative exists.

*3.1.2.2.2 Process Change:* The contractor shall verify the account status changes and process adjustments to reflect the account changes.

*3.1.2.2.3 Notify Customers:* The contractor shall provide written notice to the account holder providing a detailed accounting of all pay items.

*3.1.3 Manage and Process Debt Collection Activities:*

The contractor receives debt collection notices on both active (receiving payment from DoD) and inactive accounts. For non-active accounts, debt collection notices are referred to the Defense Debt Management System (DDMS). For active accounts the contractor shall perform two types of debt collection functions - payment recovery and collection of other debts for active accounts. For both accounts the contractor shall:

- Compute and collect administrative charges, interest, and penalties
- Process all debts in accordance with applicable statutes and regulations
- Determine the length of time for periodic payment deductions
- 

*3.1.3.1 Refer Debt Collections:*

For pay accounts in a non-pay status, the contractor shall refer any debts to the Defense Debt Management System (DDMS) in accordance with Sections J-3 and J-7. The contractor shall recall debts from DDMS when accounts return to an active pay status. The contractor shall utilize an approved location for receipt of monies, credit the accounting fund for all monies collected, and maintain an audit trail to support the action taken on collecting any debts.

*3.1.3.2 Reclamation of Overpayments*

The contractor shall collect any amounts arising from overpayments to retirees and annuitants. An erroneous overpayment by the contractor to retirees or annuitants, from actions such as payment to a recently deceased retiree or annuitant, shall result in the contractor performing reclamation of those monies.

*3.1.3.3 Process Payment Recovery*

The contractor shall collect any amounts arising from overpayments to retirees and annuitants. The contractor shall notify customers of the existence of indebtedness and provide any due process required by the statutes and regulations applicable to debt collection by the Federal Government. The government will:

- Validate the existence of indebtedness (e.g. debts questioned by payees)
- Resolve disputes, consider waivers or compromise of claim
- Terminate or suspend collection actions
- Refer matters to the Attorney General to bring a civil action for collection



#### *3.1.3.4 Collect Other Debts*

The contractor shall collect debts that are not retiree and annuitant pay related, but which the government has authorized to be collected. The contractor, when notified, shall collect the debts of retirees and annuitants owed to other agencies. The contractor shall collect any authorized debts through offsets against retiree or annuitant pay. For these debts, the contractor does not determine the existence or amount of such debts provide additional due process or collect additional penalty, interest and administrative charges.

### **3.2 Distribute Pay Amounts**

The contractor shall provide to the government disbursing office the account file information set below for monthly payment to approximately 2,500,000 account holders. The government will perform the actual disbursing function. The file information must include:

- Complete address for each payee if payment is made by check or a valid Routing Transit Number (RTN) if payment is made via EFT
- Account number
- Account type if payment is made via EFT

The files shall meet the specific interface requirements of the government's disbursing systems defined in Sections J-5 and J-7.

### **3.3 Provide Customer Service:**

The contractor shall provide and maintain a customer service operation to respond to inquiries received from payees, their representatives, and/or agencies/institutions, and collect and analyze data.

#### *3.3.1 Receive and Sort:*

The contractor shall receive, sort and file for record retention inquiries received. Inquiries may be received via telephone, electronic means or written correspondence.

#### *3.3.2 Reply to Inquiries:*

Subject to the provisions of the Privacy Act identified in Section J-3, the contractor shall reply to all inquiries concerning pay accounts and resolve inconsistencies between entitlements and disbursements. If required, the contractor shall provide the accounting information to support payments. Sources of these inquiries and requests for information include, but are not limited to:

- Account holders
- The Executive, Judicial, and Legislative Branches of the U.S. Government
- The U.S. Treasury
- The U.S. Office of Personnel Management
- Office of Secretary of Defense and its Delegates
- National Servicemen's Life Insurance
- Service Relief Societies
- Fleet Reserve Association
- Non-Commissioned Officer's Association
- Retired Officer's Association
- Federal Reserve Banks
- Commercial Financial Institutions

In addition, the contractor shall answer all inquiries regardless of the format in which received in accordance with standards set forth in Section J-1.

### ***3.3.3 Collect Data:***

The contractor shall operate and maintain a system which:

- Records complaints
- Tracks problems and corrective actions
- Advises recipients when the correction will be accomplished
- Provides information in requested format

The contractor shall routinely analyze the collected data and categorize the information for government reporting.

### ***3.3.4 Conferences and Seminars:***

The contractor shall attend seminars to provide additional services to the retiree and annuitant pay customers. The number of seminars currently attended by DFAS representatives is provided in Section J-6. Seminars will be at various locations requiring travel. The contractor is responsible for all travel related expenses to and from required seminars .

## **3.4 Process Reports and Notifications:**

The contractor is required to respond to ad hoc requests for information, prepare and submit ad hoc reports, and process FOIA requests which are routine in support of the requirements stated in Section C-3, Provide Payroll Business Operations Services. In addition, the contractor shall inform account holders when accounts are established and when changes are made to the accounts. The notifications, reports and inquiries and output reports are contained in Section J.

### ***3.4.1 Provide Reports and Notifications:***

The contractor shall conduct analyses when required and provide multiple notifications and reports to payees, agencies, and institutions. The contractor shall prepare and provide the reports and notifications identified in Section J-9 and Section J-10 and comply with the interface requirements as specified in Section J.

### ***3.4.2 Process FOIA Requests:***

The contractor shall process requests submitted under the Freedom of Information Act (FOIA), notify the government of requests received, submit the proposed response and prepare the response package and advise the government of the action recommended. Upon notice from the government, the contractor shall process the FOIA requests in accordance with the government's instructions.

### ***3.4.3. Meet FMFIA Requirements:***

The contractor shall support the Federal Managers Financial Integrity Act (FMFIA) . The contractor shall support the government oversight tasking as outlined in the FMFIA and provide information as requested. The contractor shall examine all assessable units and critical processes in accordance with the FMFIA Act as codified in 31 USC 3512, OMB Circular A-123 Management Accountability and Control, and DFAS Regulation 5010.38-R Internal Management Control Program.

## **3.5 Manage Payroll Services Automated Information System:**

The contractor shall provide all services required to operate and maintain a Payroll Service Automated Information System that performs the calculations and operations discussed in

this section. The contractor may use the government-furnished property AIS identified as the Defense Retiree and Annuitant Pay System (DRAS) as described in Section J-7. If the contractor desires to use a commercial off the shelf system (COTS), the COTS AIS shall be equal to or better than the government provided AIS, DRAS.

#### *3.5.1 Inputs and Interfaces:*

The AIS shall properly interface with all external agencies that require access to the system in order to up-load data, and interface with the DFAS internal system to perform its mission. (See Section J-5 for the interface requirements list and the technical library for detailed interface specifications.) The proposed AIS system shall have accurate and efficient functionality to track payments, calculate pay, and pay military retirees, former spouses, and annuitants. The AIS shall have the flexibility to incorporate future operational changes and to interact with new or improved systems and to process necessary periodic changes in a quality and timely manner that maintains cost effective operations while at the same time accommodates anticipated account growth.

#### *3.5.2 Maintain and Update the AIS:*

The contractor shall maintain the AIS and manage software changes using the Software Engineering Institute's (SEI) Capability Maturity Model (CMM) standard. The contractor shall demonstrate a commitment to the SEI CMM, by accomplishing an independently verifiable rating of Level Two (2) or higher for all related tasks at contract award and through lot 1 (transition period), and Level Three (3) or higher for those tasks at the completion of lot 2 (option year 1) and the remaining option years.

#### *3.5.3 Security Access:*

The contractor shall process system access requests in accordance with established DoD security procedures and provide unrestricted query access as directed by the Contracting Officer or designated representative.

#### *3.5.4 System Administration:*

The contractor shall perform database administration, database design, design queries, data architecture administration, data security, resolve end user problems, support day-to-day system performance monitoring, perform system backup and recovery, and perform system and software and hardware upgrades.

#### *3.5.5 Requirements Management:*

The contractor shall develop and maintain and manage requirements for a software project. The government reserves the right to impose implementation dates for changes resulting from legislation, court ordered action, or other situations beyond DFAS discretionary control, but will negotiate implementation dates for other required customer enhancements. This includes gathering, defining, analyzing, reviewing, and documenting requirements. The contractor shall deliver system change specification and technical design documents. The contractor shall deliver system change specification and technical design documents in accordance with Section J-9.

#### *3.5.6 Web Page Support:*

The contractor shall continuously monitor the DFAS retired and annuitant pages on the DFAS web site and advise DFAS when information is no longer accurate. The contractor shall provide recommended updated information to DFAS for the DFAS retired and annuitant pages on the DFAS web site.

**3.6 Manage AIS Changes:**

The contractor shall manage changes to the AIS in accordance with the SEI CMM standards as set forth earlier in paragraph 3.5.2. The contractor shall develop software that does not adversely affect system performance and manage system requirements consistent with the certification rating. This includes gathering, defining, analyzing, reviewing, and documenting requirements. The contractor shall deliver system change specification and technical design documents in accordance with Section J-9.

**3.6.1 Obtain Certification:**

Prior to programming, the contractor will obtain certification from the government representative that the system changes comply with government rules and regulations in the computation and distribution of pay. The contractor shall notify all affected systems users of the scheduled release and provide schedules of system jobs when input transactions and major system updates will be processed. The contractor shall provide the implementation guidance for each release and conduct training to maintain proficient use of the system.

**4.0 Government-Directed AIS Changes:**

The government may request system changes based on new legislation, policy, new or existing requirements, system performance issues, or enhancements. When multiple changes are requested simultaneously, the government will provide the priority of implementation and completion dates. The contractor shall coordinate system interfaces and file formats with the entities prior to implementation. These AIS changes will be performed under a separate order placed against the Time and Materials section of this contract. All changes will be processed in accordance with the "Changes Clause" of the contract. Personnel qualifications are defined in Section J-11.

**4.1 Update System Description:**

The contractor shall update the system descriptions and provide applicable operating instructions to support the changed functionality. The contractor shall facilitate or participate in reviews, evaluations, or meetings for government requested changes.

**5.0 Provide Information Technology Infrastructure Services (Optional):**

The contractor has the option of using the data processing capability and the telecommunications and printing services provided by the Defense Information Services Agency (DISA) and the Document Automation and Production Service (DAPS). If the contractor elects to use the services provided by DISA and DAPS then the provisions of this section do not apply. If the contractor elects to use data processing, telecommunication and printing services of another provider then the provisions of this section are applicable.

The contractor shall provide all equipment, materials, personnel, supervision, tools, and other items and services to operate and maintain an Information Processing Center Operating Environment and provide printing services.

**5.1 General Information:**

This section refers to the electronic internal and external communication and data processing capability to provide, operate, and maintain the hardware and system software environment to achieve the performance and reliability standards for the AIS. The objective in supporting field level support organizations is to provide access to the AIS to permit the input and update of data under their control. These field level support organizations are

located in the United States and countries outside the United States and include all time zones.

**5.2 Provide Telecommunication Network Services:**

The contractor shall provide telecommunications for local, wide-area network connectivity and data processing. Store processed finance and accounting data, and transmit sensitive transactions through the N-Level Internet Protocol Router Network (NIPRNET), over combinations of dedicated and shared communication lines that connect the DFAS facilities.

Under the Government Furnished Property Clause of this contract the government will provide access to use the NIPRNET to provide global data communications access to the AIS for field level support offices. The contractor shall coordinate with DISA for all NIPRNET connectivity. The contractor shall coordinate with appropriate vendor/government personnel to resolve telecommunications problems. The contractor shall notify the government of actual or anticipated communications downtime.

***5.2.1 Provide Telecommunication/Network Support:***

The contractor shall provide and maintain Data Communication Equipment (DCE) to support telecommunication requirements. The contractor shall also manage networking, internet connectivity, telecommunications, and any other processing hardware and software to perform the data processing services. The contractor shall coordinate and resolve telecommunications problems with vendor and government personnel and notify system users of actual or anticipated communications downtime.

***5.2.2 Provide Telecommunication/Network Capacity Planning:***

The contractor shall perform capacity planning for the host site to ensure adequate communications facilities are available to meet requirements in accordance with scheduled implementation requirements. The contractor shall monitor and perform capacity planning in support of dial circuit usage, and notify customers of any network issues that may affect system performance.

***5.2.3 Provide Network Equipment and Facilities:***

The contractor shall arrange for installation and testing of data communications circuits and equipment required for circuits ordered to support systems at remote sites.

***5.2.4 Provide Network Operations:***

The contractor shall coordinate the installation of Defense Information Systems Network (DISN) provided network connectivity system requirements, and implement teleprocessing configuration changes and releases. The contractor shall provide monthly reports of production site help desk log entries for applications and respond to customer request for utilization reports on telecommunication lines.

**5.3 Provide Processing Services:**

The processing site shall have computer and communications hardware, a suite of systems, utility and communications software for each environment, and operational and executive software support. The contractor shall perform routine scheduling, monitor applications for abnormal ends (ABENDS), notify designated customer software support personnel and affected users/customers, perform data back-ups at least weekly, data archiving, tape handling, output product generation, problem resolution and printing services for the retiree and annuitant pay operations. Summary of workload is provided in Section J-6.

***5.3.1 Provide Application and Operating System Software Release Management:***

The contractor shall identify required hardware and environmental software to support new application or environmental software releases or changes. The contractor will create, review, and update test procedures that govern the use of environmental software and provide information from test results that may impact application programs or the operating environment. The contractor will maintain an off-site master copy of the environment software and associated user and operational documentation.

**5.4 Provide Host Site Operations:**

The contractor shall perform the full scope of duties related to the establishment and operation of a host site operation. These include:

- Providing, operating, and maintaining host site hardware and software
- Maintenance and maintenance coverage
- Uninterruptible power supply system for resident hardware
- Secure facilities and file security packages
- Media library services
- Host site telecommunication hardware
- Patching and analog or digital monitoring of equipment
- Coordinating and resolving telecommunication problems
- Monitoring system and communication network performance
- Enhancing and upgrading hardware to improve operations
- Capacity planning for host site
- Establishing interface capability for processing
- Recommending changes to compensate for workload adjustments

***5.4.1 Provide File Management for the Host Site:***

The contractor shall assist customers to resolve data file integrity problems, and reload damaged storage data files in the event of hardware failure. It will provide the dedicated storage media required for efficient operation of retiree and annuity pay operations and AIS support processes.

***5.4.2 Provide Problem Resolution / Help Desk / Hotline:***

The contractor shall establish a process/automated system to resolve problems, track incoming calls, report technical problems at remote sites, and arrange for resolution of remote site problems. The contractor shall provide toll-free, multi-line telephone numbers for user access to the system.

***5.4.3. Provide Application and Operating System Software Release Management:***

The contractor shall identify required hardware and environmental software to support new application or environmental software releases or changes. Create, review, and update test procedures that govern the use of environmental software and provide information from test results that may impact application programs or the operating environment. Maintain an off-site master copy of the environment software and associated user and operational documentation.

**5.5 Provide ADP Security:**

The contractor shall provide a secure operating environment that meets the requirements of DOD Directive 5200.28 and 5200.8R and its successor. Update the activity AIS security documentation in accordance with current and successor DOD Instruction 5200.40, and DOD Information Technology Security Certification and Accreditation Process (DITSCAP) to obtain accreditation.

**5.5.1 Provide Restart and Recovery Services:**

The contractor shall create and follow a recovery plan for performing system restart and recovery and resolve executive software and hardware problems.

**5.5.2 Control Computer Input:**

The contractor shall maintain and control input data received at the host site and properly dispose of processed input data in accordance with documented instructions as defined in Sections J-3, J-7 and J-10.

**5.5.3 Provide Documentation:**

The contractor shall prepare, maintain and provide a technical computer operations manual for system users and provide required operational procedures and documentation for host environment software.

**5.6 Provide Publishing Services:**

The contractor shall provide printing and duplication services to include the production of one-time and recurring hard copy output reports, letters, forms, labels, brochures, and pamphlets that support retired and annuity functions. The contractor shall also reproduce impressions of operating procedures and training materials as specified by the government. The government shall furnish the necessary templates to print forms. The current environment uses Xerox 4135-compatible format.

**5.6.1 Provide Mass Mailing:**

The contractor shall perform mass mailings of retiree and annuitant account statements and other forms in accordance with DoD regulations and the output requirements of Section J-10. The number and quantity of the mass mailings may vary relative to the number and type of legislative or regulatory changes that affect the retirement or annuitant compensation of individuals. Each side of the retiree account statement contains both form and variable data. Workload data includes special requests from outside sources.

**5.6.2 Provide Printing Outputs:**

The contractor shall produce reports in accordance with Sections J-9 and J-10 and satisfy the interface data file requirements outlined in Section J-5.

**6.0 Provide Continuity of Operations Plan (COOP)**

The contractor shall plan for and implement the COOP for emergency operations from an alternative business operations site and from an alternative computer facility site. The COOP shall be continuously maintained and tested bi-annually to reflect the actual available resources and planned resources required to execute the plan and the activities required to reach 100% operating capability at an alternate location in the event of a major natural or man-made disaster. The COOP shall provide a methodology for preventive measures to adequately prepare for continuity of operations for processing to include the following issues:

- Offsite storage
- AIS file back-up
- Processing back-up
- Back-up COOP Plan for recovery of AIS, including processing supported by a service provider
- Telecommunications
- Emergency procedures

- Vital Records
- Location (control site, relocation site, off-site storage locations and reconstitution location) assets
- Automated Equipment
- Supplies

The contractor shall use the specific government guidance contained in DFAS Management Plan 3020-26R, Paragraph B-2, DFAS 8000.1-R Section H C4, and Chapter 4, HC4-1 – HC4-12.

## **7.0 GOVERNMENT-FURNISHED PROPERTY AND SERVICES**

### **7.1 Government Furnished Property and Services**

The government will provide the property, facilities, materials, and services described in Section J-4 and proposed by the contractor. The contractor shall maintain accountability of all accepted Government property and shall comply with all applicable policy and guidance regarding its use.

#### *7.1.1 N-Level Internet Protocol Router Network (NIPRNET)*

The Government will allow the contractor to use the NIPRNET to provide global data communications access to current and future users and data interface partners. The contractor shall provide connectivity to the NIPRNET and use a software application compatible with the current operating environment software that supports the NIPRNET.

#### *7.1.2 Defense Retired/Annuitant Pay (DRAS) Automated Information System (AIS)*

If the contractor uses the Government-furnished DRAS AIS, the DRAS software technical data rights thereto, and data files, as updated, shall be returned to DFAS at the completion of the performance period.

#### *7.1.3 Facilities*

The government will provide the facilities described in Section J.4 and proposed by the contractor in the current “where-is/as is” configuration. The Contractor will utilize, to the extent possible and most efficiently to DFAS, the existing facilities, equipment and software of DFAS. Government furnished facility space will remain subject to space allocation policies prescribed in applicable property management regulations. The government will provide the following services for the facilities described in Section J-4.

- Maintenance and repair. The contractor shall be responsible for repair beyond normal wear and tear.
- Utilities, to include, electricity, gas, sewage and water.
- Janitorial services.
- Telephone services to include, local, commercial long distance, and DSN. The contractor shall use all telephone service for official use only.
- DFAS enterprise local area network (ELAN).

#### *7.1.4 Equipment*

The government will provide the “where-is/as-is” equipment listed in Section J-4. The contractor shall be responsible for all maintenance, repair, and replacement of all accepted government equipment. The contractor shall maintain custody of the material and return the material to the government at the end of its useful life or at the termination of the contract.



#### *7.1.5 Materials*

DFAS will provide all specific expendable materials relating to performing this PWS which it has in its possession at the beginning of the performance period. Included in this provision will be templates and forms specific to the activities described in this PWS. An initial inventory of thirty days is projected to be available.

### **8.0 Contractor-Furnished Services and Materials**

If the contractor uses an AIS other than DRAS, the contractor shall make available to DFAS, or its agents, licenses for continued use of the AIS following the expiration or termination of the contract. Such license shall be made available at the most favorable terms, prices, and conditions provided to any other customer of the contractor. The contractor is responsible for providing all property, materials, and services except as provided in Section J-4.

#### **8.1. Licensing AIS**

If the contractor uses an AIS other than DRAS, DFAS reserves the right to continue licensing of the AIS at the completion of the performance period at prices comparable to the contractor's largest commercial or governmental customer.